State of Utah   **Product Description**

Product Number: 4215.02.15

APPLICATION SUPPORT

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Listed below are the application development and maintenance support requirements for existing and new GOED applications utilizing DTS support personnel.

Product Features and Descriptions

Feature	Description
Travel Photo Library/Shot in Utah/Tourism DB	Photo Library –incorporated into new web environment
Travel Web Site	GOED Travel web site redirect (Utah.travel)
GOED Web Site	GOED Web environment, including Wordpress (business.utah.gov). DTS will provide support for this environment as requested by the agency and DTS will bill the agency for support requested based upon DTS published rates.
Salesforce	Salesforce Hosted SaaS – customer managed DTS provides integration and development support as needed by GOED via Carahsoft contract

Features Not Included

Feature	Explanation
Dedicated Application Support	Applications are to be supported on a time and materials, best efforts basis utilizing DET, UI, and third-party vendors.

Rates and Billing

Feature	Description	Base Rate
Enterprise Hosting Services	Enterprise Hosting Services is the management of servers, storage, backup	Refer to DTS Rate for Enterprise Hosting Services.

	and restore for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server and application server software.	
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance throughout the network.	Refer to DTS Rate for Network Services.
Security	Enterprise Information Security encompasses the provisioning and management of information security services and solutions to all Executive Branch agencies.	Refer to DTS Rate for Enterprise Security.
Desktop Support	Physical replacement and maintenance of Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer). Actual purchases made by GOED.	Refer to DTS Rate for Desktop Support/Service Desk.
Application Maintenance	Application Maintenance is provided on a time and materials basis during normal business hours.	See DTS Approved Rate

Ordering and Provisioning

Application support requests are originated through the IT Director.

DTS Responsibilities

Provide incident response within defined service levels in enterprise product descriptions.

Agency Responsibilities

Provide functional and "how to" support to agency users.

Provide a single point of contact for technical interface for incident management

Provide funding for application support on an as required basis. Rates are defined within non-discretionary rate table.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:
- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution

- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
GOED Web Site - WordPress Other Enterprise Applications	99.5% up time based on incidents reported through the DTS Service Desk. Availability for these applications will be measured during normal business hours M-Fri 8:00 a.m. to 5:00 p.m., but infrastructure support needs to be provided 24x7x365.
GOED Website	99.5% up time based on incidents reported through the DTS Service Desk. This website needs to be available 24x7x365. Engineering support to be provided during normal business hours or through a special billing agreement.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied